

For Commission Use Only:

Case:

05-0681

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION
FORMAL COMPLAINT
Illinois Commerce Commission
527 E. Capitol Avenue
Springfield, Illinois 62701

ORIGINAL

Regarding a complaint by (Person making the complaint): Kevin Grens

Against (Utility name): Illinois American Water

As to (Reason for complaint) extraordinary rates of \$7.38 / 1,000 gallons and \$45.52 flat sewer fee

in Lemont Illinois.

TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:

My mailing address is 1226 Whitney Lane, Lemont, IL 60438

The service address that I am complaining about is 1226 Whitney Lane

My home telephone is (630) 972-2111

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at (630) 240-4457

(Full name of utility company) Illinois American Water (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.

220 ILCS 5/1-102 (a)

Efficiency: the provision of reliable energy services at the LEAST POSSIBLE COST to the citizens of the State.

Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?

☒ Yes ☐ No

Has your complaint filed with that office been closed?

☐ Yes ☐ No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

Illinois American's rate of \$7.38 / 1,000 gallons is more than twice the local average of \$3.43 / 1,000 gallons. The flat sewer rate of \$45.52 / month is unjust and excessively expensive. In the 13 months I have lived in my home, my total water/sewer bills have averaged \$129.86 / month, and my average monthly water usage is 9,154 gallons. My January, 2005 bill was \$59.81 for 0 gallons of water. (see attached sheet)

Please clearly state what you want the Commission to do in this case:

Act responsibly and force Illinois American to lower their rates to a level that is affordable and in-line with what the local municipalities are charging.

Date: October 17, 2005
(Month, day, year)

Complainant's Signature Ken T. R

If an attorney will represent you, please give the attorney's name, address, and telephone number.

You need to file the original with the Commission. Also, provide one copy for each utility complained about (referred to as respondents).

VERIFICATION

A notary public must witness the completion of this part of the form.

I, Kevin Grens, first being duly sworn, say that I have read the above petition and know what it says.
The contents of this petition are true to the best of my knowledge.

(Signature) Ken T. R

Subscribed and sworn/affirmed to before me on (month, day, year) 10-17-05

[Signature]

Notary Public, Illinois



NOTE: Failure to answer all of the questions on this form may result in this form being returned without processing. If you have questions, please call the counselor in the Consumer Services Division that handled your informal complaint.